



# Assessment Form



**Dignity  
in Care**

Name of Assessor .....

Contact Details .....

Location .....

Named Lead Person .....

Lead Person Contact Details .....

		Notes
Date of initial visit	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	
Date of second visit	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	
Date of third visit (if appropriate)	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	
Date of assessment	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	

### Instructions for assessment

Please mark each question to indicate degree/extent/frequency/effectiveness on a scale of 0 to 5 where

- 5 means excellent/always/highly effective/all
- 4 means good/usually/effective/most
- 3 means adequate/sometimes/acceptable/half or more
- 2 means unsatisfactory/occasionally/need for improvement/less than half
- 1 means poor/rarely/generally ineffective/few
- 0 means unacceptable/never/totally ineffective/none

# Observation and Assessment Form

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
Is the manager a Dignity Champion? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are 80% of all staff signed up as Dignity Champions? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is the Dignity campaign poster on display where all can see it? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are the relevant questionnaires from customers, relatives and visitors completed and attached? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is Dignity an agenda item on staff meetings? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is Dignity is an agenda item on staff supervision sessions? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is Dignity is agenda item on customer meetings? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is Dignity an agenda item on individual customer meetings? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Have all the staff watched the 'What do you see?' DVD? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are the Dignity principles reflected in all staff training? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is the home clean and tidy? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are there any unpleasant smells? Yes <input type="checkbox"/> No <input type="checkbox"/>			

### 1. Have a zero tolerance of all forms of abuse

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
Is valuing people as individuals central to the home's philosophy? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do the home's policies uphold dignity and encourage vigilance to prevent abuse? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers supported throughout any safeguarding investigation? Note how this is achieved. Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is there a whistle-blowing policy in place that enables staff to report abuse confidentially? Yes <input type="checkbox"/> No <input type="checkbox"/>			

### 2. Support people with the same respect you would want for yourself or another member of your family

Are staff polite and courteous to service-users even when under pressure? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is the home's culture about caring for customers and supporting them rather than being about 'doing tasks'? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do its policies and practices emphasise that staff should always try and see things from the customer's perspective? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do staff ensure customers are not left in pain or feeling isolated or alone? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is there a staff policy on use of personal mobile phones during work time? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers regularly asked if they need anything? Yes <input type="checkbox"/> No <input type="checkbox"/>			

### 3. Treat each person as an individual by offering a personalised service

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
Do the home's policies and practices promote care and support for the whole person, respecting their beliefs and values? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Does the care and support given to customers consider their individual physical, cultural, spiritual, psychological and social needs and preferences? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do the policies and practices challenge discrimination, promote equality, respect individual needs, preferences and choices, and protect human rights? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are there systems in place to manage pain control for customers, especially at end of life? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers' personal toiletries/ toothbrushes/combs used? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers' clothes identified properly to eliminate mix-ups? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers' clothes clean and ironed? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are there appropriate emergency clothing arrangements in place for customers? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do staff assist cleaning teeth/glasses? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Good nutrition depends on the needs of the individual customer, who may be overeating or undereating and have health conditions that affect their needs. How do staff know the likes and dislikes of residents?			

#### 4. Enable people to maintain the maximum possible level of independence, choice and control

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
<p>Choice and control is about freedom to act, for example to be independent and mobile, as well as freedom to decide. Does the home support customers to continue with routine daily tasks such as shopping, walking a dog or going to a place of worship, and if possible support them to be involved in community activities such as social clubs. (This may be unrealistic as they may not have a dog to walk, or be too frail to be involved in social clubs.)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>			
<p>Does the home ensure that staff deliver care and support at the pace of the customers?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>			
<p>Do staff avoid making unwarranted assumptions about what people want or what is good for them?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>			
<p>Do individual customer risk assessments promote choice in a way that is not risk-averse?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>			
<p>Are customers given the opportunity to influence decisions regarding the home's policies and practices? (Sometimes this is not possible as legislation dictates what the policy is.)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>			

## 5. Listen and support people to express their needs and wants

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
Do all staff truly listen to customers with an open mind? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers enabled and supported to express their needs and preferences in a way that makes them feel valued? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is all information accessible, understandable and culturally appropriate? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do all staff demonstrate effective interpersonal skills when communicating with customers, particularly those who have specialist needs, for example dementia or sensory loss? Yes <input type="checkbox"/> No <input type="checkbox"/>			
How well do staff link what they learn from customers through good communication with managers, to person-centred care? Yes <input type="checkbox"/> No <input type="checkbox"/>			

## 6. Respect people's right to privacy

Do staff ensure that customers receive care or treatment in a dignified way that does not embarrass, humiliate or expose them? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do staff gain permission before entering a customer's room? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do staff actively promote customers individual confidentiality, privacy and protection of modesty? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Can customers decide when they want 'quiet time' and when they want to interact? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Does the home have quiet areas or rooms that are available and easily accessible to provide privacy for customers? Yes <input type="checkbox"/> No <input type="checkbox"/>			

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
Are customers examined by health professionals in their own room? (In a larger home it would not be advisable for frail customers to go to their bedroom, and so a suitable alternative room would be better.) Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do customers' bedrooms and bathrooms have an inside lock? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do customers have a key to their bedroom door? Yes <input type="checkbox"/> No <input type="checkbox"/>			

### 7. Ensure people feel able to complain without fear of retribution

Are complaints dealt with quickly? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Does the home have a culture where staff learn from mistakes and are not unfairly blamed? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers, their relatives and carers reassured that there will be no adverse repercussions if they complain? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are complaints policies and procedures user-friendly and accessible? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are complaints dealt with in a way that ensures progress is fully communicated to everyone involved? Note how this is achieved. Yes <input type="checkbox"/> No <input type="checkbox"/>			

## 8. Engage with family members and carers as care partners

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
Do staff provide support for carers who want to be closely involved in the care of the customers, and provide them with the necessary information? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are staff aware of the possibility that relatives' and carers' views are not always the same as those of the customer? Note how they demonstrate this. Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are relatives and carers told who is the customer's key worker and with whom issues should be raised? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do managers and staff recognise and value the role of relatives and carers in providing care? Yes <input type="checkbox"/> No <input type="checkbox"/>			

## 9. Assist people to maintain confidence and positive self-esteem

Do staff maximise use of individual customer's abilities at all times during eating, personal care and hygiene activities? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are personal care and eating environments comfortable, clean and well designed for their purpose? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are customers asked if they wish to wash their hands before meals? (In certain circumstances people with some mental health needs would take offence at this and so it has to be appropriate for each individual.) Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is the food presented well at mealtimes? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is there a good choice of food on the menu? Yes <input type="checkbox"/> No <input type="checkbox"/>			

Outcome measured	Score	Evidence/Comments/ Notes	Action needed
Do staff discreetly help customers to eat? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Is the food served as specified on the menu? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are napkins available for customers to prevent clothing getting dirty? (Sometimes an apron or bib is best. Some residents need this type of protection because of their eating habits. Often it is less intrusive to cover their clothes, rather than try to change them afterwards.) Yes <input type="checkbox"/> No <input type="checkbox"/>			
Can family members eat with their relative? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Can customers eat in their own rooms if desired? Yes <input type="checkbox"/> No <input type="checkbox"/>			
While respecting the wishes of the customers as far as possible, are they appropriately dressed at all times? Yes <input type="checkbox"/> No <input type="checkbox"/>			

### 10. Act to alleviate people's loneliness and isolation

Does the home provide access to varied leisure and social activities that are enjoyable and person-centred? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Are the activities offered reviewed to ensure that they are up to date and in line with modern society? (In some homes – particularly dementia ones – the customers are from a different time and might not want to have modern activities.) Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do staff provide information and support to help customers engage in activities that help them participate in and contribute to community life? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do staff understand that some customers may want to make new friendships or relationships? Note how they demonstrate this. Yes <input type="checkbox"/> No <input type="checkbox"/>			

## Notes

## Suggestions